INFORMATION CENTER SPECIALIST
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DEPARTMENT: Financial and Management Services/Information Resources Management/Information Center

NATURE OF WORK:

Performs responsible professional work providing information and assistance to County employees regarding the use of information technology through training, consultation, and direct help. Work is performed under the general supervision of the Director of Information Resources Management.

ESSENTIAL FUNCTIONS OF THE JOB:

Trains computer users to employ automation and to create computer applications.

Generates applications in conjunction with users.

Generates and modifies prototypes of computer applications.

Specifies changes to prototypes that may be needed to make them into working systems.

Assists with program maintenance changes.

Consults on computer user problems.

Documents applications and writes manuals to help employees use software effectively.

Furnishes problem analysis when something goes wrong.

Determines whether or not a proposed application is suitable for Information Center development and selects the software and methods.

Demonstrates Information Center capabilities to users, including senior management.

Maintains a catalog of available applications and databases.

Coordinates application development to avoid duplication.

Helps users locate data they need; arranges to have it converted, if necessary.

Helps users obtain authorization to access required data.

Conducts user group meetings to facilitate exchanges of experience; sets up workshops to develop user proficiency in better computer techniques and to foster self-sufficiency.

Implements end-user computing motivational strategies.

Tracks the benefits of end-user computing in James City County.

Promotes the Information Center facilities and benefits at all levels in James City County.

Helps users acquire needed computing equipment and software and the access they require to other computer systems.

Maintains facilities for backup, recovery, and archiving programs and data.

Practices continuous learning through individual study, classroom training, seminars and conferences.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in an office setting. Operates personal computer and other office equipment. Uses small hand tools, diagnostic hardware and software, programming software, and network cable testing equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of practices, techniques, and principles of data processing.

Considerable knowledge of microcomputers and microcomputer software, including word processing, spreadsheets, database managers, communications programs, graphics presentation packages, and other major classes of microcomputer software.

Considerable knowledge of capabilities of diverse mini- and microcomputer systems.

Skill in oral and written communications.

Ability to conduct formal training classes.

Ability to match user needs with computer software and hardware and to recommend solutions to meet end user needs.

Ability to perform routine computer equipment assembly.

Ability to evaluate new hardware and software and recommend those appropriate for county users.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in data processing, computer science, or a related field, and considerable computer end-user training/support experience which has included experience using a variety of software packages and database applications; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.